

2010 Military Health System Conference

MHS Personal Health Portal

A Key To Patient Activation

Sharing Knowledge: Achieving Breakthrough Performance
COL Thomas Greig and Mr. Rick Barnhill

27 January 2010



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Vision



- The MHS Patient Portal will provide healthcare related online applications that allow patients to interact and communicate with their healthcare providers, and manage their own health activities
 - Patient Portal supports MHS Strategic Plan Mission Outcome “Healthy and Resilient Individuals, Families and Communities”
 - Patient Portal capability included in the MHS IM/IT Strategic Plan

Background



- Services Chief Medical Information Officers developed a Personalized Health Strategy which has at its heart a Patient Portal
- A Patient Portal is more than a Personal Health Record
- The MHS Patient Portal will not be TRICARE Online
- The Patient portal will be one “view” of the MHS Portal infrastructure

Benefits – Patients/Caregivers



- For Patients
 - Supports patient's active engagement as a member of his/her healthcare team
 - Allows patient/caregiver management of personal healthcare data
 - Provides convenience/alternatives
 - On-line versus telephone
 - Offers enhanced access to services and information

Benefits – Providers/Staff



- For Providers
 - Promotes patient engagement
 - Offers convenience
 - Asynchronous communication with patients
 - Secure messaging versus T-cons
 - Provides efficiencies
 - Reduced appointments for lab results, medication renewals

Benefits – MTF/Services



- MTF/Services
 - Enables outreach
 - Reminders, Disease-specific patient education materials
 - Promotes efficiencies
 - Reduction in appointment No-Shows with patient self-booking
 - Provides cost avoidance
 - Results via e-mail versus postal service
 - Enhanced staff utilization

Benefits - Discussion



- What additional benefits do you believe can be achieved through the implementation of a patient portal?

Desired Capabilities



- Secure Patient-Provider Messaging
 - Rx Renewal, Consults, e-Visits, Results
- Self-Appointing
- Personal Health Record
 - Clinical Data from EHRs, Patient Entered Data, Device Acquired Data
- Family History
- Health Trackers

Desired Capabilities, continued



- Health Information/Patient Education Materials
- Rx Refill
- Preventive Health Tools/Reminders
- Disease Management Tools
- Forms and Questionnaires
 - Pre-visit, Advance Directives, etc.
- Health Risk Assessments

Desired Capabilities: Discussion



- What do you think are the most important portal capabilities?
 - What are your patients asking about?
 - What would you like to use?
- What experience(s) do you have with any of these capabilities in your practice/at your MTF?

Strategy



- Position the portal to support standards based, distributed development of new capabilities
- Maximize integration of commercially available applications
- Re-brand from TOL to MHS Portal
- Engage users/Apply “Lessons-Learned” from Service and MTF pilots

Plan



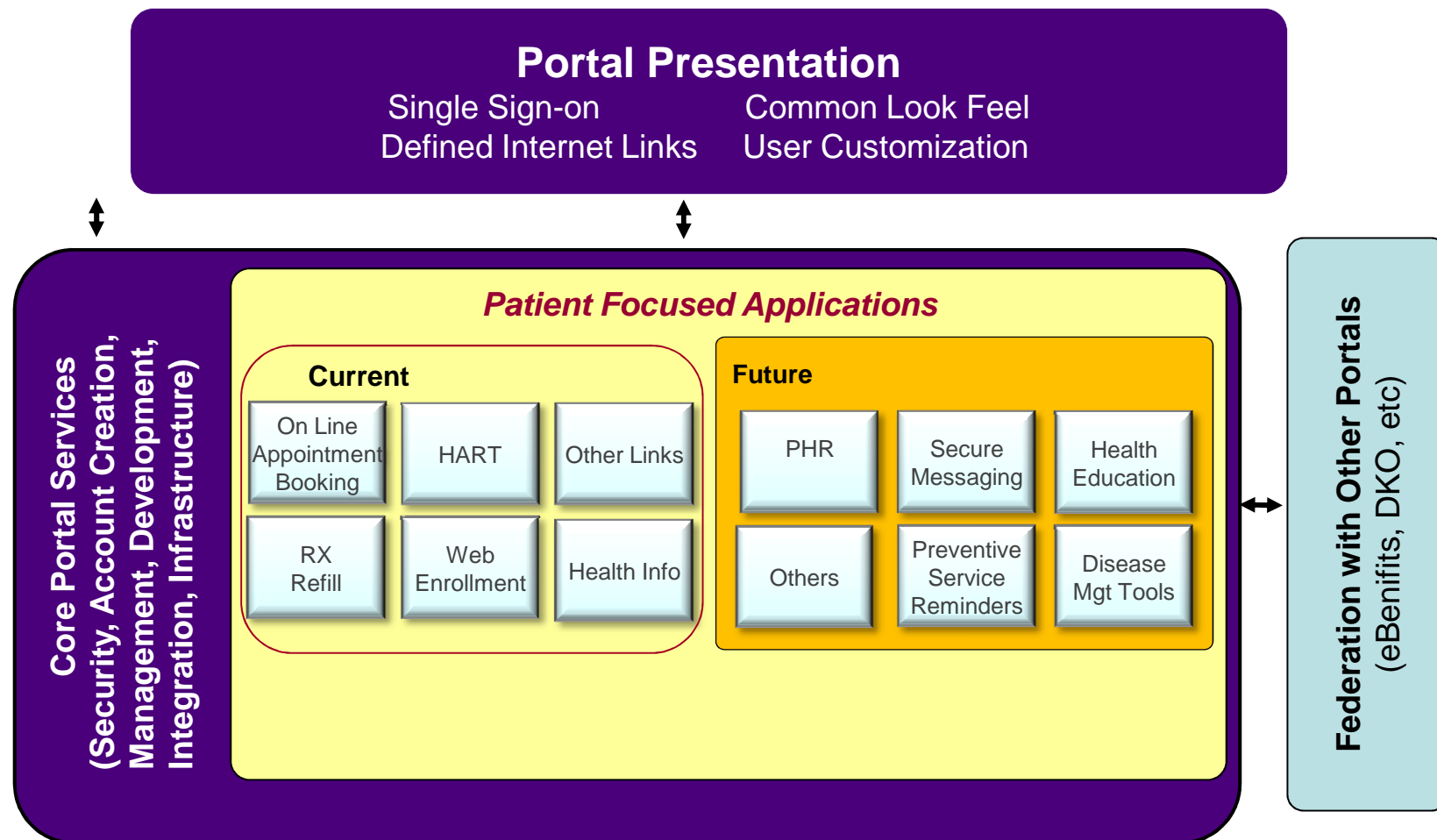
- Leverage what can be reused from TRICARE Online
 - Provides portal Infrastructure
 - Supports CAC and DMDC DS Log-on
 - Offers Some Basic Features
 - Self-appointing for MTF enrolled beneficiaries
 - Rx Refill
 - Health Risk Assessments
 - Various Links (NLM, DMDC)

Plan, continued



- Enhance “look and feel” of portal/web pages
- Develop portlets/gadgets to support integration of COTS Secure Messaging and Personal Health Record applications
- Improve Appointing Capability
 - Family Based Appointing
 - Appointing enhancements for MTFs
- Publish standards for distributed (Service) development/integration

Patient Portal Schema



Challenges



- Overcoming TOL “reputation”
- Conflict between ease of use and security rules (especially log-on)
- Competition for funding
- Lengthy acquisition process for new capabilities (developed or procured)
- Marketing

Discussion



- What additional challenges can you describe?
- Do you have any suggestions on how to overcome challenges to implementing the portal?
- Do you foresee issues with provider acceptance/workflow?
- With regard to marketing – any ideas come to mind?

References



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